

Performance Evaluation Update

Activity	Lead Agency*	Date of First Service	Clients Served First Half 2012	Services				Outcomes		
				Service Measures	Targets for First Half 2012	Performance First Half 2012	Percent of Goal**	Outcome Measures	Outcome Results	Comments
Overreaching Strategy 1: Supporting veterans and their families to build stable lives and strong relationships										
Activity 1.1 King County Veterans Program										
1.1.A	King County Veterans Program (KCVP) financial assistance	EER	977	Financial assistance recipients	1,000	977	↑ 98%	Increased financial stability		
				Total levy and State RCW assistance	\$450,000	\$429,000	↑ 95%			
1.1.A	KCVP - satellite site outreach	EER	357	Satellite Site Service contacts	600	607	↑ 101%	New clients engaging in services	145 new individuals seeking services	
				Persons and Vets Served	300	357	↑ 119%			
1.1.A	KCVP - employment, outreach and case management	EER	1,277	Clients Served - Renton	300	311	↑ 104%	Increased Self-sufficiency scores	82% of pre/post measured clients increased self-sufficiency score	KCVP changing logic model to increase linkages between assessment, case management and financial services which reduces number of individual clients receiving \$ assistance.
				Clients Served - Seattle	1,200	966	→ 81%			
				Client Assessments - Renton	-	133				
				Client Assessments - Seattle	-	440				
				Renton site service contacts	800	659	→ 82%			
				Seattle site service contacts	2,800	2,102	→ 75%			
				Case plans created	-	1,095				
				Case plans completed	-	506				
1.1.B	KCVP - contracted shelter services	CSD	269	Emergency Shelter Bed Nights	4,914	4,297	↑ 87%	Clients moving to more stable housing	43%	Level of service determined by KCVP referral for contract beds.
				Transitional Housing Unit Nights	1,825	1,466	→ 80%			
Activity 1.2 Veteran outreach and engagement										
1.2.A	Enhanced outreach to women veterans and veterans of color	CSD	459	Number of clients contacted	420	459	↑ 109%	Number of clients who are successfully connected with benefits and/or services	90%	RFP will be conducted late in 2012. Performance measures may be modified for 2013 as a result.
				Number of clients applying for and/or receiving benefits/ services	202	301	↑ 149%			
1.2.B	Veteran information and referral	WDVA	516	Number of persons using the veterans information and referral resource	450	516	↑ 115%	Percent of clients reporting satisfaction	96%	Increased outreach to veterans serving organizations on call center resources.
				Number of calls (duplicated) receiving referrals to services	825	893	↑ 108%			
1.2.C	Homeless veteran street outreach (Veterans Reintegration Project)	WDVA	69	Number of veterans completing assessment	60	69	↑ 115%	Number of veterans who are successfully connected with benefits and/or services	84%	Expanded outreach to include contacting multiple veterans service programs.
				Number of homeless persons housed or provided shelter	22	30	↑ 136%			
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Activity 1.3 Veterans Employment and Training											
1.3	Veteran employment and training - Veterans Conservation Corp (VCC)	WDVA	1/1/2012	63	Number of veterans assessed	54	63	↑ 117%	Clients completing training program	37	
					Number of veterans placed in jobs	12	18	↑ 150%	Percent of clients retaining employment for 90 days	54%	
					Number of veterans placed in training options	12	19	↑ 158%			
Activity 1.4 Contracted Post Traumatic Stress Disorder/Military Sexual Trauma treatment											
1.4	Contracted PTSD Treatment / Military Sexual Trauma treatment	WDVA	4/1/2007	178	Hours of individual and group counseling	1,750	1,733	↑ 99%	Percent of clients demonstrating reduced impacts of PTSD	91%	
					Number of clients in counseling (unduplicated)	185	178	↑ 96%			
					Hours of Professional Training	50	73	↑ 145%			
Activity 1.5 Veterans Justice											
1.5.A.1	Veterans Incarcerated Program (VIP)	WDVA	4/1/2007	69	Number of contacts with enrolled veterans	54	132	↑ 244%	Number and percent of participants that reduce criminal justice involvement within one-year of enrollment into the program	Incomplete	Contract transitions in last half of 2012 to the Veterans Justice Outreach Project. New performance targets to be developed.
					Number of veterans enrolled	27	69	↑ 256%			
					Number of veterans screened	33	98	↑ 297%			
1.5.B	Veterans Legal Assistance Program	NW Justice Project (NJP)	9/1/2010	132	Initial Case Assessments	132	264	↑ 200%	Number of civil legal cases successfully resolved	77% (61 of 79 handled by NJP)	Of 264 contacted, 79 were handled by NJP services and 185 were referred to other legal services. Met year targets in first 6 months.
					Number of Case Referrals for Services	106	185	↑ 175%			
					Number of cases successfully resolved by NJP	29	61	↑ 210%			
1.5.C	Emerging programs for justice involved veterans	MHCADSD	3/1/2012								MHCADSD to report at end of year.
Activity 1.6 Support for military families											
1.6.A	National Guard military family outreach	WDVA	9/1/2009	208	Number of individuals completing assessment	120	208	↑ 173%	Number and percent of households served that demonstrated increased stability within six months	To be provided in annual report	
					Number of referrals made	150	512	↑ 341%			
					Number of individuals receiving referrals for services	100	182	↑ 182%			
					Number of referrals resulting in successful connection to services	75	201	↑ 268%			
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Overreaching Strategy 2: Ending Homelessness through outreach, prevention, permanent supportive housing and employment												
Activity 2.1 Outreach and engagement												
2.1.A	Homeless street outreach REACH	Public Health/CSD	6/1/2008	331	Number of clients engaged	166	331	↑	200%	Clients improving/maintaining their housing situation Clients receiving one or more health services	86%	Survey and indicators point to high client satisfaction with program and staff.
					Number of clients contacted	203	406	↑	200%			
					Number of clients enrolled in substance abuse treatment	65	129	↑	200%			
					Number of clients moved into permanent housing	23	46	↑	200%			
2.1.B	Dutch Shisler Sobering Support Center and Emergency Service Patrol	MHCADSD	6/1/2008	2,688	Number of clients transported to Sobering Center Clients contacted	900 -	1710 2,688	↑	190%	Clients connected with supportive services	100%	Successfully transported eligible participants to the needed center(s).
2.1.C	Mobile Medical outreach	Public Health	11/1/2008	353	Number of clients receiving services through the mobile medical van	240	353	↑	147%	Clients linked to MH Treatment Clients linked to medical benefits	33%	1/3 of all program participants successfully linking to mental health care represents a significant achievement for the program's team of clinicians and case managers.
					Total visits for medical care or psychiatric social worker	625	565	↑	90%			
2.1.D	South King County homeless outreach - PATH	Sound Mental Health	10/1/2007	60	Number of clients engaged in service	45	60	↑	133%	Veteran clients engaged	100%	Short of staff, but continuing networking to reach out to homeless on the street.
					Number of persons contacted	75	191	↑	255%			
Activity 2.2 Capital funds for permanent housing												
2.2	Capital funds for permanent housing		1/1/2006		Housing Units built							Funds allocated during the Fall 2012 RFP process.
Activity 2.3 Housing Stability Program												
2.3	Housing Stability Program (HSP)	CSD	5/1/2008	186	Number of unduplicated non-Veteran households assisted	171	101	↓	59%	Retain housing at 6 months or 1 year following initial stabilization	90%	Outcomes very successful compared to past years. On track to meet annual service performance by last six months of 2012.
					Number of unduplicated Veteran households assisted	105	85	→	81%			
Activity 2.4 Support services for permanent housing												
2.4.A	Housing Health Outreach Team (HHOT)	Public Health	6/1/2008	634	Number of clients engaged in MH/CD services	42	168	↑	400%	Increase housing stability (retention at 1 year)	91%	One year of tenancy was attained by 91% of the clients.
					Number of clients linked to primary care	74	164	↑	222%			
					Number of clients self-managing chronic condition	87	348	↑	400%			
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2.4.B On-site support services	CSD	1/1/2008	613	case management hours	20,615	31,089	↑ 151%	Increase housing stability (retention at 1 year)		No outcome information at this time.
Activity 2.5 Criminal justice initiatives										
2.5.A Forensic Assertive Community Treatment program (FACT)	MHCADSD	1/1/2008	52	Clients engaged in services but not housed	5	9	↑ 180%			Project to report outcomes at end of year.
				Clients moved into or maintained in supportive housing	45	43	↑ 96%			
2.5.B Forensic Intensive Supportive Housing program (FISH)	MHCADSD	4/1/2009	65	Clients engaged in services but not in housing	-	11				Project to report outcomes at end of year.
				Clients moved into or are maintained in supportive housing	60	54	↑ 90%			
Activity 2.6 Employment and training										
2.6.A Community employment services	CSD	8/1/2008	688	Number of Clients Enrolled	101	688	↑ 685%	Percentage of clients meeting their goals for increased income and retention of employment	49%	Due to a delay in conducting an RFP, 2011 contracts were extended until July - targets were for 3 months and exceeded in the subsequent months.
2.6.B Career Connections	EER	3/1/2010	122	Number of clients entering an educational program	19	38	↑ 200%	Clients increase self-sufficiency Clients retain jobs	50%	Since January 1, 2012 Career Connections has served 100 clients with employment and training services.
				Number of clients served	61	122	↑ 200%			
				Number of clients obtained new jobs	15	29	↑ 200%			
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Overreaching Strategy 3: Improving health through the integration of medical and behavioral health programs										
Activity 3.1 Behavioral health integration										
3.1.A Behavioral health integration	Public Health	6/1/2008	2,823	Number of persons screened	2,500	2,823	↑ 113%	Number of clients who are have reduced depression or anxiety scale	52%	Results are comparable to those of national clinical trials of the IMPACT model of integrated care.
				Number of all clients receiving treatment	2,000	2,380	↑ 119%			
3.1.B Behavioral health integration for veterans	Public Health	6/1/2008	322	Number of Veterans screened for PTSD or other MH issues	156	322	↑ 206%	Number of clients who are have reduced depression scale	57%	Results are comparable to those of national clinical trials of the IMPACT model of integrated care.
				Number of Veterans or their dependents enrolled	175	322	↑ 184%			
				Number of clients contacted through outreach	125	77	↓ 62%			
Activity 3.2 Veteran and trauma competency training										
3.2.A Veteran and trauma competency training	WDVA	6/1/2009	1,957	Number of mainstream providers trained	374	1,188	↑ 318%	Number of professionals integrating treatment/service strategies	Annual report	
				Number of professionals trained	376	769	↑ 205%			
				Number of training sessions	32	68	↑ 213%			
3.2.B Moral ReconationTherapy Training	MHCADSD	1/1/2012	50	Number of advanced trained professionals	5	5	↑ 100%	Number of professionals integrating MRT treatment/service groups in their work	2012 and 2013 follow-up	MHCADSD to report at end of year.
				Number of providers trained	50	50	↑ 100%			
				Number of Trainers trained	3	3	↑ 100%			
Activity 3.4 Depression intervention for seniors										
3.4 Depression intervention for seniors - PEARLS	City of Seattle	6/1/2008	23	Number of Older Adults who completed PEARLS program	18	19	↑ 109%	Number of clients who are have reduced depression scale	100%	All clients showed improvement using the PHQ9 tool.
				Number of Older Adults enrolled in the PEARLS program	20	23	↑ 115%			
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Activity 3.6 Client Care Coordination										
3.6 Client Care Coordination (CCC)	MHCADSD	6/1/2008	1,047	Number of persons assessed for system utilization and in the data base	15,000	23,000	↑ 153%	List Developed/Number High Utilizers getting housed	28%	Challenge is that many of the project outputs are dependent upon number of available units.
				Number of clients with system utilization-vulnerability meeting criteria and referred for possible tenancy	113	68	↓ 60%			
				Number of persons in the data base meeting system utilization/vulnerability requirements	1,000	1,047	↑ 105%			
				Number of potential housing referrals screened for possible tenancy	250	159	↓ 64%			
Overreaching Strategy 4: Strengthening families at risk										
Activity 4.1 Home visiting										
4.1.A Nurse Family Partnership (NFP)	Public Health	6/1/2008	93	Number of persons enrolled	67	93	↑ 140%	Number of persons achieving successful birth outcomes	91%	91% had positive birth outcomes. These rates exceed the national averages for mothers served by NFP.
4.1.B Healthy Start	Public Health	6/1/2008	176	Number of persons assessed	150	176	↑ 117%	Number of clients who delay the birth of their second child	94%	Outcome a standard measure for NFP and this project is successful.
				Total number of all clients receiving home visits	150	369	↑ 246%			
				Number of clients linked with medical care	150	156	↑ 104%			
Activity 4.2 Maternal depression reduction										
4.2 Maternal depression reduction	Public Health	6/1/2008	844	Number of persons screened	1,500	1,687	↑ 112%	Number of clients who are have reduced scores on depression anxiety scale	74%	Results far exceed results obtained in national clinical trials of the IMPACT model of integrated care.
				Total number of all clients receiving treatments	375	469	↑ 125%			
				Number of persons screened positive for depression	550	469	↑ 85%			
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Activity 4.3 Parent education and support											
4.3.A	Parent education and support - Promoting First Relationships (PFR)	Public Health	1/1/2009	8	Number of community members educated	8	8	↑ 107%	Increased skills to train other staff in their Agency to deliver the PFR intervention.	100%	
					Number of community members that show improved skills that promotes nurturing caregiver child relationships	8	8	↑ 107%			
4.3.B	Parent education and support - Play & Learn Groups	Public Health	1/1/2009	8,688	Number of facilitators educated in play and learn	16	26	↑ 163%	Percent of parents confident of promoting healthy and nurturing parent-child relationships	86%	Providing national leadership in evaluating and developing the Play & Learn models.
					Number of parents participating in program	4,344	8,688	↑ 200%			
					New levy funded Play and Learn Groups	3	5	↑ 200%			
					Number of play and groups	30	333	↑ 1110%			
Activity 4.4 Passage Point											
4.4.A	Passage Point	YWCA	1/1/2012	42	Hours life skills assistance	385	940	↑ 244%	Families do not re-enter the CJ system	84%	Compared to other re-entry programs in the region we are ahead due to inreach, partnerships and services offered onsite.
					Hours inreach	120	307	↑ 256%			
					Employment contacts	355	228	↓ 64%			
					Case management hours	1,693	1,193	→ 70%			
Activity 4.5 Information and referral											
4.5.A	2-1-1 Community Information Line	Crisis Clinic	1/1/2012	1,792	Number of calls	1,500	1,792	↑ 119%	Maintaining or increasing access to community services for King County residents	98%	Very high quality feedback from the 2-1-1 system. Levy accounts on 3.3% of total services.
4.5.B	Cultural Navigator	Public Health	6/1/2008	689	Number of clients receiving information and referral	500	689	↑ 138%	Increased access to culturally appropriate services		No outcome information at this time.
					Number of agencies receiving technical assistance	138	107	→ 78%			
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